

## CRITICAL INFORMATION SUMMARY: 1300/1800 SERVICE

### 1. INFORMATION ABOUT THE SERVICE

Service Description	<p>The 1300/1800 service provides 1 x 1300/1800 number that will be delivered via a Cans on a String number, i.e. hosted number or PSTN line.</p> <p>Callers calling your 1300 number will be charged by their service provider for the cost of making a call. Callers calling your 1800 number may be charged by their service provider for the cost of making a call, e.g. from a mobile or hotel room.</p>
Minimum Term	No minimum term
Service Inclusions	1 x 1300/1800 number pointed to a Cans on a String answering point phone number
Service Exclusions	<ul style="list-style-type: none"> <li>Call Reporting</li> <li>Non Cans on a String numbers cannot be configured as an answering point for this service.</li> </ul>

### 2. INFORMATION ABOUT PRICING

All Prices include GST			
Setup Charges	<p>We will charge a professional setup fee of <b>\$ 60.00</b>.</p> <p>This includes setting up your 1300/1800 number and pointing it to an answering point number.</p>		
Minimum Monthly Charges	<b>\$ 25.00</b>		
Maximum Monthly Charges	N/A		
Other Charges	If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know 1 month in advance when this happens.		
Common Call Charges	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Inbound charges</td> <td style="width: 50%;">\$9c per minute – billed in minute increments</td> </tr> </table>	Inbound charges	\$9c per minute – billed in minute increments
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### 3. BILLING

First Bill	<p>The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period (calendar month).</p> <p>Your first bill will include:</p> <ol style="list-style-type: none"> <li>1. Charges for part of the month from when the service was activated until the end of that billing period</li> <li>2. The minimum monthly charge in advance for the next billing period</li> <li>3. Any additional charges for non-recurrent items</li> <li>4. Call charges for calls received during that billing period</li> </ol>
Monthly Bill	<p>On the same day of each month, you'll be billed in advance for the minimum monthly charge, as well as for calls received during the month.</p>

### 4. OTHER INFORMATION

Customer Service Contact Details	<p>Our customer service can be contacted on</p> <ul style="list-style-type: none"> <li>• 07 4049 2222 (phone)</li> <li>• 07 4049 2220 (fax)</li> <li>• <a href="mailto:service@cansonastring.com.au">service@cansonastring.com.au</a></li> </ul> <p>during business hours: Mon to Fri, 8:00 am to 5:00 pm, excluding public holidays.</p> <p>For emergency support outside business hours please call 07 4049 2222 (charges apply).</p>
Dispute Resolution	<p>To log a dispute, please contact our customer service.</p>

This is a summary only – the full legal terms for the individual components of the Cans on a String service are contained in your terms and conditions at [www.cansonastring.com.au/Products/Terms-and-Conditions](http://www.cansonastring.com.au/Products/Terms-and-Conditions) .